

AmpliFund Support Reference Guide

Montana Department of Natural Resources and Conservation

1. If an applicant is experiencing issues logging in to the system or resetting their password after already creating their account, ensure the following:
 - a. **Are they using the correct link?** – MT DNRC provided the correct application link. This is the link they need to use. If they are at gotomygrants.com they will not be able to access the application.
2. If an applicant is experiencing any issues with the system (ex. Not loading, error messages, not loading pages, logging out, etc.) these typically stem from specific computer settings. Have them perform the following:
 - a. **Clear their browser's cache/cookies**
 - b. **What browser are they using?** AmpliFund recommends using Chrome, but if they are experiencing issues, have them switch browsers (ex. Firefox, Edge, Internet Explorer).
 - c. **Are they using an iPad?** Have them move to a computer.
 - d. If they are using a computer and still having issues, ask if they have **another computer** to use.
3. "I completed the application but I cannot submit my application"
 - a. In order to be able to successfully submit an application, all application forms and sections must be **Marked as Complete**. Please ensure the Project Information and Application Forms have been Marked as Complete in order to submit an application.
4. Q: I submitted my application but had incorrect information in it. Can I edit it?
A: **No**. You cannot edit an already submitted application. However, you can Withdraw your application and submit a new one. To Withdraw your application, click the '**Withdraw**' button. Then go to your applications menu, *Delete the application* and then you will be able click the Apply button to start a new one.

If nothing above solves the specific problem the applicant is experiencing, please create a support ticket. In the ticket, please include the following:

- Description of Issue (Please include reference to MT DNRC)
- Applicant Name and contact information (Email and/or phone number)

Submit a support ticket to this email support@amplifund.zendesk.com

Support hours are 6:00 am – 6:00 pm MT, Monday through Friday (excluding holidays). AmpliFund Customer Support will provide all support in English.